

WELCOME TO DISH

TV THAT'S
TUNED IN TO YOU™

Hopper® Duo



Tuned In To You

We're the only TV company built to break down the barriers between you and the TV you love – and we're fighting for every TV-loving man, woman, and child out there.

Now Sit Back, Relax, and Enjoy the Show

Whenever you start a new service, you're going to have questions – so we've made it our priority to be here for you. This guide contains everything you need to know to start watching TV immediately, including how to find your favorite shows, and access popular apps. It also answers common questions like how to order pay-per-view, set parental controls, or read your bill – and that's just the start.

Over the next few weeks, we'll continue sending TV tips your way, so you can make the most of your entertainment. In the meantime, if you have any questions or concerns, contact our Customer Advocates – they're TV fanatics just like you, and they're here to help.

“The Most Powerful Piece of Equipment We Have Is Our Ears.”



Chat/Leave Feedback
mydish.com/contact



Call/Message
1-800-333-DISH/
Apple Business
Chat

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Meet Your New DVR



Congratulations on choosing the Hopper® Duo, a DVR that understands you, makes technology easy, and reinvents the way you enjoy TV. Now, let's make sure you're getting the most out of it.

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QUICK START

01_



"I want a DVR that's easy to use for me and my family."

"The Hopper Duo gives you 125 HD hours of recording space. Enjoy a technically advanced DVR even if you're not a techie."

Recording hours vary; 125 hours based on HD programming.



Your Remote

The Hopper remote control makes it easy for you to watch, search, and record programming. Here's a quick overview of the basics to get you started.

Voice Commands

Find what you're looking for by pressing and holding the **MICROPHONE BUTTON**, speaking into the microphone, and then releasing the button. With the Google Assistant, you can ask a variety of questions and quickly get information. See voice-command examples on page 13.

Note: Your Hopper must be connected to the Internet to use voice control. If needed, see page 35 for instructions.



Whenever you see this icon, press and hold **INFO/HELP** on your remote to access additional assistance on your TV.

Key Buttons On Your Remote

Power

Turn your TV, DISH receiver, and other compatible devices on and off.

Home

Easily find shows, movies, and sports that are live, on your DVR, or On Demand—all in one place.

DVR

Get all your news, weather, music, sports, and gaming apps.

Guide

See what's on now and what's coming up.

Options

Access additional options and features in the current menu.

Back

Jump back one screen at a time or press and hold to return to live TV.

Info

Press to get more information about a program. Hold to get quick tips and tricks in most menus.

Skip Backward

Jump back 10 seconds at a time or press and hold to rewind.

Pause/Play

Pause or resume live or On Demand content.

Skip Forward

Jump forward 30 seconds at a time or press and hold to fast-forward.

Recall

While watching TV, press to tune to channels you have watched recently.

Diamond Button

Press and hold this button to turn closed captioning on and off, launch Netflix®, turn on picture in picture, and more.

Double-Diamond Button

You can press and hold this button to personalize it, too!

Home

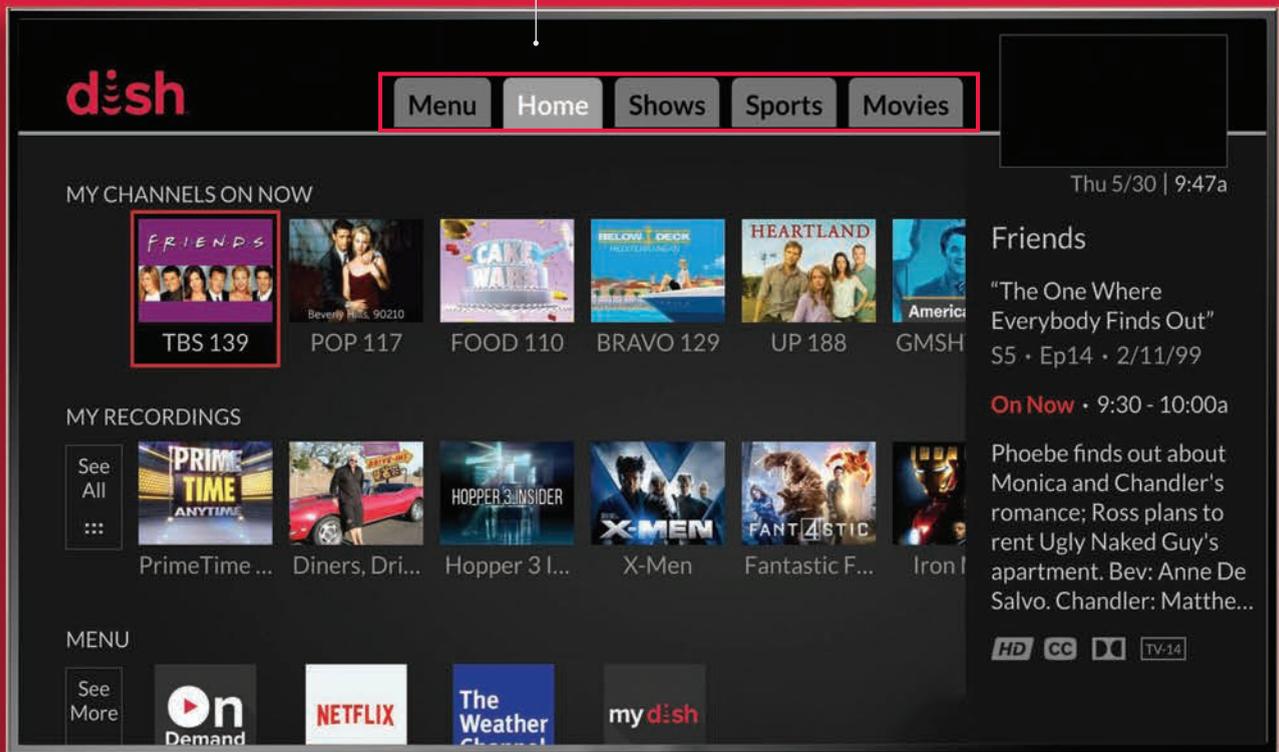
It's your starting point for quickly discovering what's on now and what's coming up next.

Access the Home Screen

To access the Home screen, press **HOME** on your remote.

Content Tabs

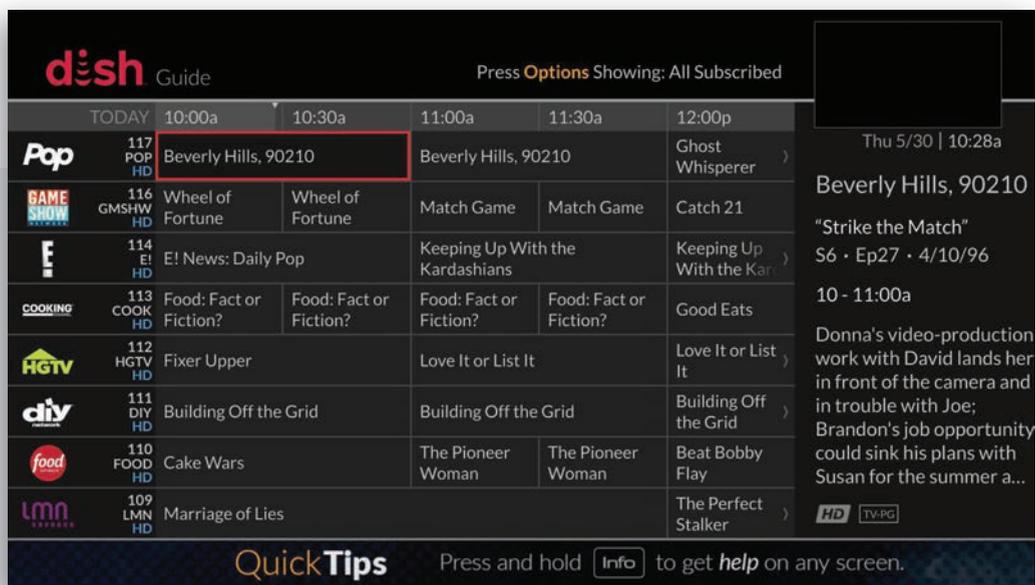
Content tabs help you quickly find the programming you're searching for – from sports to shows and movies.



Guide

See What's On Right Now and What's Coming Up In the Next Nine Days

The Hopper Duo's high-definition guide comes complete with full listings for all your channels.



Access the Guide

- Press **GUIDE** on your remote control.
- Use **CHANNEL UP** and **CHANNEL DOWN** to navigate, or enter a channel number to go directly to that channel.

Customize the Guide

When in the Guide, simply press **OPTIONS** on your remote to customize your Guide experience:

- **Create Favorite Channel Lists** – Every member of your family can create their list of favorite channels so only those channels appear when browsing in the Guide.
- **Only See Channels You Subscribe To** – Display all DISH channels or just the channels you subscribe to with the All Subscribe option.
- **Access Your Guide Settings** – With the Guide Settings option, you can make text larger, change the order networks are listed, hide adult channels, and more.



Get the lowdown on creating a Favorites list youtube.com/user/dish



Guide Shortcuts

- 1 **SKIP FORWARD** on your remote skips forward 2½ hours at a time.*
- 2 When you press and hold **SKIP FORWARD**, it advances the guide 24 hours at a time.*
- 3 Press **INFO** to see a pop-up with more programming details.
- 4 For fast channel-surfing, press and hold **CHANNEL UP** or **CHANNEL DOWN**.
- 5 To return to Live TV, press and hold **BACK/LIVE TV**.
- 6 To record a program, press **SELECT** for recording options.
- 7 When you see a “+” next to a channel, you have additional channel options to choose from. Press **SELECT** on your remote to expand and collapse those channels (for example, Channel 99 includes more than 70 channels of SiriusXM).
- 8 Make the font larger by pressing **OPTIONS** on your remote and selecting Guide Settings, then Larger Text.

**NOTE: This reflects when the Guide is set to the default font size of Small.*



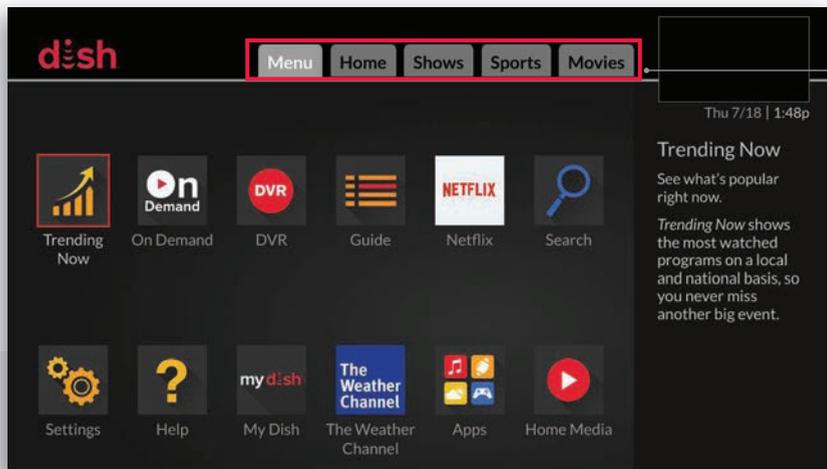
QUICK TIP

Press **HOME** twice and select **SETTINGS > GUIDE SETTINGS** to switch between Classic and Modern themes for your Guide.

Menu

Welcome to Mission Control

Think of the Menu as the command bridge of your Hopper Duo. It's where you browse entertainment, personalize settings, manage your account, and more.

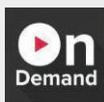


The top of the screen serves as your orientation guide. The gray tab shows what content category you are currently in. The middle of your screen is navigable space. Use your remote to highlight the feature you wish to access and press **SELECT**.



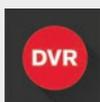
Trending

See what everyone is watching locally and nationally, so you never miss another big event.



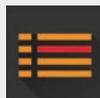
On Demand

Select from thousands of movies and TV series, from new releases to free On Demand.



DVR

Record up to 125 hours of HD TV and watch from any room in the house.



Guide

See what's on right now and what's coming up with full listings of all your channels.



Netflix

Enjoy instant access to your Netflix subscription without switching inputs or juggling remotes.



Search

Quickly find what you're looking for. Search by movie title, TV show, or actor name.



Settings

Personalize your TV experience and get the most out of your Hopper Duo.



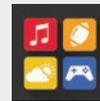
Help

Find frequently asked questions, troubleshoot a problem and maximize your entertainment.



MyDISH

Manage your DISH account, see recent pay-per-view and On Demand purchases, and more.



Apps

Enjoy news, sports, and entertainment apps like Game Finder and Pandora.

Integrated Search

Just Speak Your Mind to Start Searching

By using voice control on your Hopper, you can find what you want. Fast. And with the Google Assistant on your receiver, you can turn your TV into a smart entertainment center. Just press the **MICROPHONE BUTTON** on your remote to activate voice control.

Enjoy Entertainment



- Quickly open apps like Netflix and On Demand
Examples: "Go To Netflix" or "Go to On Demand"



- Change the channel by name or number.
Examples: "Go to channel 140" or "Tune to ESPN"



- Find your programming by searching for an actor, genre, movie, show name, sports team, or year.
Examples: "Fixer Upper," "Denver Broncos," or "Avengers"

Get Answers

Ask a question, such as:

- "What's the weather like today?"
- "How's traffic to work?*"
- "Find a nearby pizzeria"
- "How far is the moon?"

Manage Daily Tasks*

Get help organizing your life! You can:

- "Add bananas to my shopping list"
- "Add doctor's appointment to my calendar"
- "Dim the living room lights"
- "Lock the front door"

*Your Google account must be linked to your receiver to use these types of commands. Just follow the onscreen prompts when you activate the Google Assistant to add this functionality. For more information about how to link your Google Account, visit mydish.com.

Visit dishvoicerecote.com for a full list of voice commands.

Google and YouTube are trademarks of Google LLC.

MyDISH.com and the MyDISH App

MyDISH is the fast, easy way to manage your DISH account and services. **It's just one of the many conveniences designed to help you enjoy TV more than ever.**



Pay Your Bill

- Make a payment
- Manage AutoPay and eBill
- View previous statements and payment history



Order Entertainment

- Browse pay-per-view and On Demand selections
- Order movies, sports, events, adult entertainment, and more



Take Control of Appointments

- Schedule DISH appointments
- View your technician's profile and photo; track their location and estimated time of arrival



Update Your Preferences

- Edit payment options, contact information, security settings, and other important account information



Refer A Friend

- Refer a friend and take your pick of amazing rewards
- The more friends you refer, the more rewards you get!



Get Quick Support

- Troubleshoot and resolve equipment issues faster

How to Add Programming

Want more channels? No problem! Customize your programming in three simple steps:

- Log in to mydish.com and select **MY PROGRAMMING**
- Press **CHANGE PROGRAMMING** to customize your channel lineup
- Select **VIEW PROPOSED CHANGES** to calculate your new monthly cost



Get the lowdown on the MyDISH App
at youtube.com/user/dish

Download the MyDISH App

Manage your DISH account and services on the go. Pay your bill, manage programming, order pay-per-view, refer a friend – even track your technician in real time.



QUICK START

TV Made for You

Our best ideas come from listening to our customers. See how we've made TV effortless, thanks to feedback from fans like you.



Stop Looking for the Remote

Press the **LOCATE REMOTE** button on the front panel of your Hopper Duo DVR, and your remote will beep and blink to help you find it.



HELP App

The Help App is accessed through the Menu and it is where you can find FAQ and What's New.



Channel 103

Hopper Insider is an entertaining show that features DISH experts walking you through all of the Hopper Duo features in quick one- to two-minute segments.



MyDISH Communities

Join the conversation and connect with other DISH customers about anything and everything related to your TV service.

QUICK START



Info Button

Access helpful information about the Hopper by pressing and holding **INFO** on your remote.



DISH YouTube Channel

Subscribe for the latest product showcases, tutorials, commercials, and more.



OnDISH Magazine

Get your copy of *OnDISH*, the only monthly TV listings and entertainment magazine for DISH customers. Call 1-800-333-DISH to subscribe.



Let's Talk!

Some of our best ideas come from our customers – and we would like to hear yours. Leave us your feedback at www.mydish.com/contact.



VIEWING FREEDOM

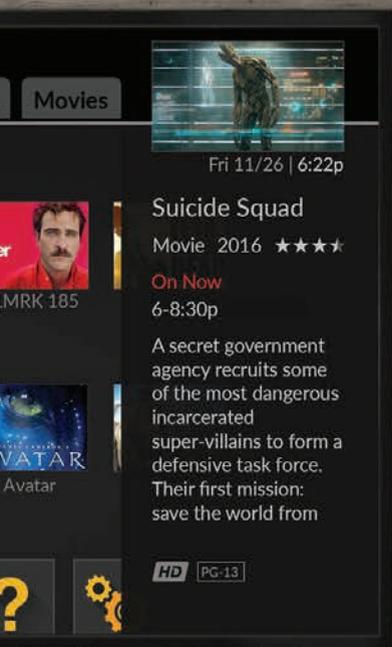
02



Start in one room. Finish in another.

Keep the whole family entertained
— in any room and on any screen.





Family-Friendly Entertainment

Watch and Record Multiple Shows at Once

Your Hopper Duo comes with 2 tuners. Each tuner can record or display live content from a separate channel.

Enjoy HD TV From Any Room in the House

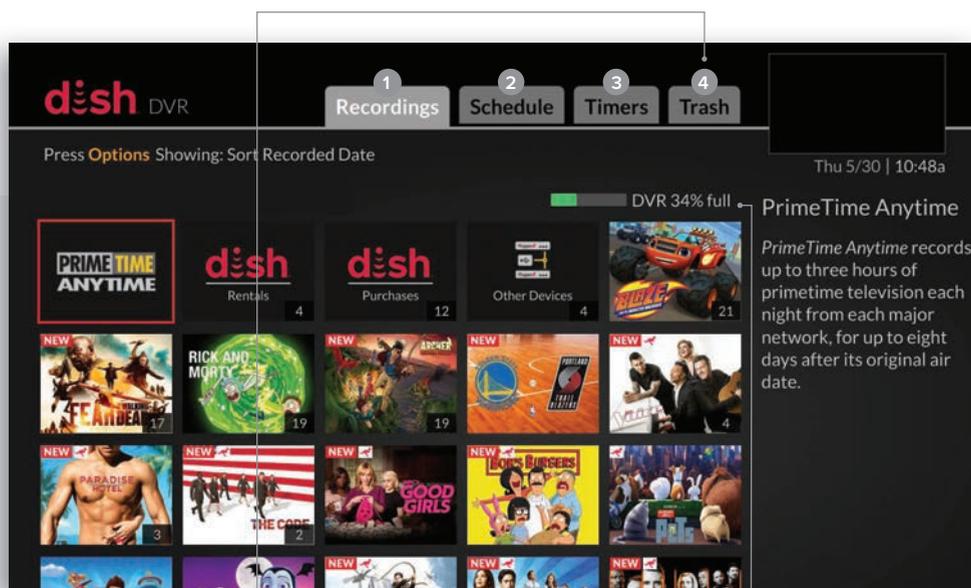
Each Hopper Duo can support two TVs. Simply connect your second TV with a Joey® receiver to access the Hopper from that room.

Start in One Room, Finish in Another

Start a movie in the family room and finish it in the bedroom without missing a minute.

Store 125 HD Hours of Laughs, Touchdowns, and Explosions

Never worry about deleting anything again with the Hopper Duo's 500 GB of storage. Just press DVR on your remote to view your recordings.



Move to Trash

Highlight the program you wish to delete and press **RECALL** on your remote.

DVR Storage Indicator

See how much DVR space you have left.

1 Recordings

View your entire library of recorded content.

2 Schedule

See which programs are scheduled to record each day.

3 Timers

See and manage your complete list of scheduled recordings.

4 Trash

Access programs in the trash, then press the **OPTIONS** button to restore or delete them.

Apps Available on DISH

Turn Any TV Into a Smart TV

The Hopper Duo brings the best of the web to your TV. The Apps menu helps you find games, listen to music, and keep up with the latest in sports, news, and entertainment. Stay informed and entertained — from the comfort of your couch.



Netflix

No more switching inputs or juggling remotes.

Simply press **HOME** on your remote, then scroll and select the Netflix app*. Or visit **Channel 370** in the guide.

Integrated search.

Browse your channel guide, recorded programs, Netflix, and On Demand shows with just one search.

**Netflix streaming membership required.*



Get the lowdown on Apps available with DISH at youtube.com/user/dish

Pandora

Enjoy free, personalized radio that plays music you'll love. Discover new music and enjoy old favorites!



The Weather Channel



The Weather Channel

See weather forecasts, stories, and expert insights from the most trusted source in weather.

Accessing Additional Apps

Press **HOME** twice, and then scroll to **APPS**.

VIEWING FREEDOM



TV
YOU
LOVE

03



"Is there an easy way to watch the stuff I love?"

"Totally. Choose from 20,000 On Demand movies or pull up Game Finder to catch the biggest games on TV."



Entertainment, Shows, and Movies

Movies

Big hit or box-office flop? Some people really appreciate the nitty-gritty details behind a movie, as well as how critics rated it. Hopper Duo helps by providing trusted information from Rotten Tomatoes and Common Sense Media.

The screenshot shows the Dish Movie interface for the movie 'Monsters University'. At the top, there are four tabs: 'Summary' (1), 'Cast' (2), 'Reviews' (3), and 'Parental Guide' (4). The movie title 'Monsters University' is displayed with a 2013 release date, a four-star rating, and a 'Not Rated' rating. The genre is listed as 'Movies · Comedy'. The showtime is 'Today · 3:30 - 5:15p' on 'EFAM 347' for a duration of '1 hour 45 mins'. A 'Record This' button is highlighted with a red box. Below the movie details, there is a 'YOU MIGHT ALSO LIKE' section with five movie thumbnails: 'Monsters, I...', 'Cloudy Wit...', 'Shaun the ...', 'Leap!', and 'Minions'. A red box highlights this entire section.

1 Summary

Get a detailed description of the movie, including cast and movie length.

2 Cast

Find what other TV shows and movies all of your favorite stars are in.

3 Reviews

Get movie and TV show reviews from the experts at Rotten Tomatoes.

4 Parental Guide

Get age-based ratings and reviews, plus potential red flags before viewing a movie.

Recommendations

If you like this movie, we're willing to bet you might be interested in a few of these other titles.

Rotten Tomatoes Rating System



Certified Fresh
Scores 75% or higher



Rotten
Scores 59% or lower



Fresh
Reviews 60% or higher



Audience Score
% of users who rated a movie positively

On Demand

Instantly watch your favorite shows and movies. All 20,000 of them. On Demand allows you to watch thousands of movie titles and TV series whenever you want. Your On Demand is sorted into content shelves, which group content into convenient categories such as Free Movies, Movies for Rent, Content For Kids, and more.

Why Use On Demand?

“I’ve got a specific program in mind.”

Search for a movie or TV program directly and browse the results in your On Demand library.

“I have no idea what to watch.”

That’s no problem, you can browse thousands of titles until something jumps out at you!

“I have a general idea of what to watch.”

Or, for more generalized categories, access On Demand and browse our preset categories.

Five Ways to Access Video On Demand

- 1 Press and hold the **MICROPHONE** button and say "On Demand" into the Voice Remote.
- 2 Press **HOME** on your remote, then select **ON DEMAND**.
- 3 Search for a movie, show, actor, or general theme.
- 4 Go to Channel 1 or Channel 501.
- 5 When in the Guide, some channels have their own On Demand option, which displays all the programs and features available.



QUICK TIP

Some programs displayed on the Guide will have a “play button” icon, which allows you to start playing from the beginning.



Get the lowdown on accessing On Demand at youtube.com/user/dish

The Best of Sports

Game Finder

Watch sports like a pro. DISH's sports discovery app aggregates scores across every network, making it easy to find the most exciting games on TV. Customize your experience with the teams and sports that matter to you. View the latest matchups and what channels they're on, even schedule recordings and reminders. On game day, Thuuz ratings will alert you to the action, translating real-time analytics into excitement ratings across the world of sports.



Customize your experience with the teams and sports that matter to you.

View the latest matchups and what channels they're on, and schedule recordings and reminders.

On game day, Thuuz ratings will alert you to the action, as games unfurl across the NFL, MLB, NBA, NHL, and college sports.

To load Game Finder, press the **HOME** button twice, select **APPS**, then select **Game Finder**.



Get the lowdown on Game Finder with DISH at [youtube.com/user/dish](https://www.youtube.com/user/dish)

Multi-Channel View



College Sports Multi-Channel View

Watch six pre-selected college games on one screen. Simply visit **CHANNEL 151** in the guide.

FÚTBOL360°

Watch four preselected soccer games on one screen. Just go to **CHANNEL 870** in the guide.



Get the lowdown on MultiView with DISH at youtube.com/user/dish

TV YOU LOVE

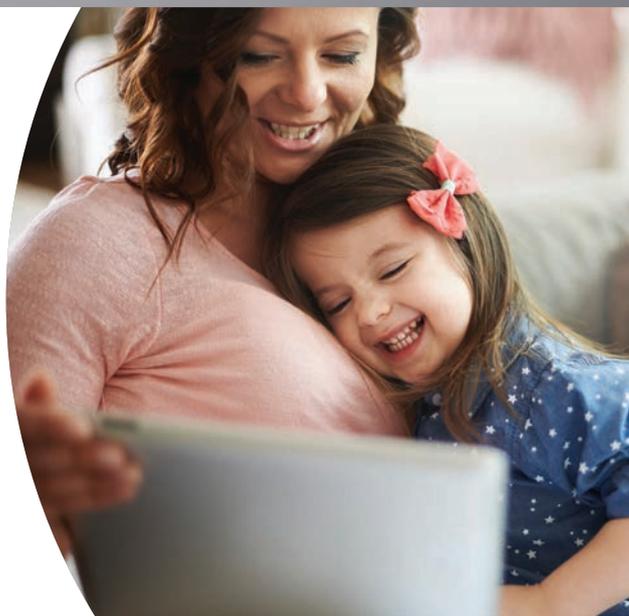


PERSONAL & ACCOUNT

04
—

"I want to personalize my Hopper Duo, just like my smartphone."

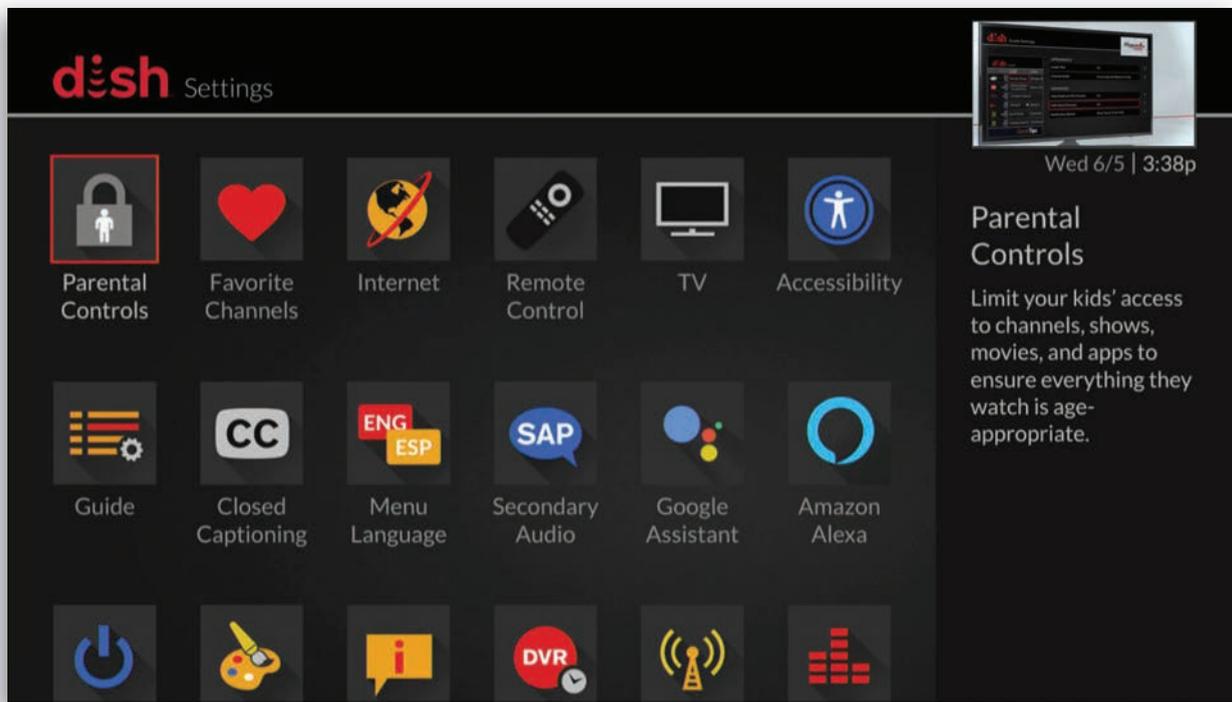
"Now you can. Customize the appearance of your guide, set up parental controls, program your remote, and more."



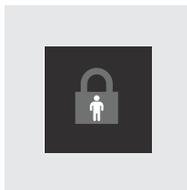
IZATION

T

Settings

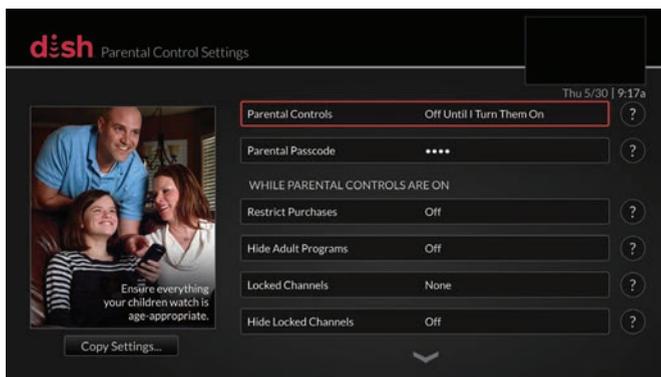


Here's a deeper dive into your settings, where, just like a smartphone, you can customize your Hopper Duo according to your personal preferences. Use your remote to highlight the setting that you wish to access and press **SELECT**.



Parental Controls

The Hopper Duo gives you all sorts of options when it comes to establishing control over what programming and channels are accessible to everyone in your house.



QUICK TIP

Anytime you see a  you can select it to see additional information about that feature.

Setting Up Parental Controls

- 1 Press **HOME** twice on your remote and select Settings, then Parental Controls.
- 2 Select your desired restrictions from the options on screen.
- 3 Before you can add restrictions, you will need to create a four-digit passcode. While parental controls are on, this passcode must be entered whenever you wish to access restricted video content, channels, or apps.

Here are just a few of the things you can customize:

- Restrict purchases
- Hide adult programs
- Lock specific channels
- Hide locked channels from your guide
- Restrict TV or movie ratings
- Limit what apps your kids can access
- Protect kids from coarse language, sex, and violence
- Allow kids to watch only what's suitable for their age



Get the lowdown on Parental Controls with DISH at [youtube.com/user/dish](https://www.youtube.com/user/dish)



Customize Your Remote

Create a seamless experience when watching TV by customizing your DISH remote to control your TV, other devices, audio functions, and more — all according to your preferences.



Devices

Program your remote to a TV or auxiliary device. Helpful onscreen instructions will walk you through the process step by step.

Volume and Mute

You can also have your remote control audio on your TV or an auxiliary device.

Recall

Customize this function to tune in to, or see a list of, previously watched channels:

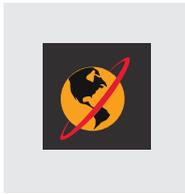
- Tune in to the previous channel
- Show the last 6 channels viewed
- Tune in to the previous channel and show the last 6 channels viewed

Advanced

These options will help keep you on the right input and channel for watching DISH programming. Simply click on a question mark next to these options to learn more.



Get the lowdown on programming your remote at [youtube.com/user/dish](https://www.youtube.com/user/dish)



Internet Connectivity

Connect to the Internet to Maximize Your Entertainment. Simply connect your receiver to the internet to enjoy all of your Hopper Duo's features. You can use any internet provider, too. And don't worry—your connections are secure; no private information is transmitted.

How to Get Connected

The easiest way to get started is by plugging in an Ethernet cord to the back of your Hopper Duo. Don't have one close by? That's fine; you can connect using your home's Wi-Fi connection.

Press **HOME** twice on your remote, then select **SETTINGS > INTERNET > WIRELESS SETUP**. It usually takes less than a minute. To learn more and get step-by-step instructions on connecting, visit mydish.com/getconnected.

Connect now and get...



Free Shows and Movies

Enjoy thousands of your favorite shows and movies. Catch up on missed episodes, binge-watch an entire series, or check out new shows and movies with On Demand.



Apps

With an internet connection, you can access popular apps; enjoy music with Pandora; movies, shows, and original series with Netflix; sporting events with DISH's own Game Finder app; and more.



Customer Support

Get access to customer support and view or pay your bill 24/7 with your remote once you're connected to the internet.



Get the lowdown on connecting to the internet with DISH at youtube.com/user/dish

How to Read My Bill

At DISH, we believe that watching TV should be simple – just like reading your bill. That's why our bill was voted the clearest bill to understand for six years in a row. Now let's take a closer look.

P.O. BOX 7203 PASADENA CA 91109-7303			
8255 9000 NO RP 08 08092016 YNYYNNNN 01 017 0064			
Previous Activity			
	Previous Bill	\$xx.xx	
xx/xx/xx	Card Payment	- \$xx.xx	Previous bill amount and payments you've made.
	Past Due Balance	\$xx.xx	
New TV Charges			
xx/xx/xx - xx/xx/xx	Monthly TV		
	America's Top 200	\$xx.xx	
	Local Channels	\$xx.xx	Cost of your programming package and local channels.
		\$xx.xx	
xx/xx/xx - xx/xx/xx	Equipment		
	Joey Receiver	\$xx.xx	
	Hopper DVR Service	\$xx.xx	Cost of your DVR service and any additional receiver.
		\$xx.xx	
xx/xx/xx - xx/xx/xx	Add-Ons		
	DISH Protect Silver Video	\$xx.xx	Cost of any add-on packages you've subscribed to.
		\$xx.xx	
xx/xx/xx	One-Time Charges		
	Beauty and the Beast	\$xx.xx	Any one-time charges such as pay-per-view or On Demand movies.
		\$xx.xx	
xx/xx/xx	Taxes		
	State/Local Tax (Sales)	\$xx.xx	State or federal taxes that DISH is required to collect.
		\$xx.xx	
xx/xx/xx	Surcharges		
	FCC Regulatory Fee	\$xx.xx	
		\$xx.xx	
	New TV Charges	\$xx.xx	
	Total Due	\$xx.xx	Total due after subtracting previous billing activity and payments.



QUICK TIP

Enjoy the convenience of eBill by getting your monthly bill sent directly to your email every month. Not only will ditching your paper bill help out the environment, but you will get your billing details sooner and can view and pay your bill anywhere at anytime. Sign up through the MyDISH app or your mydish.com account.

How to Pay My Bill

DISH gives you four easy ways to pay:

- 1 **MyDISH App:** The fastest and easiest way to pay your bill
 - Launch the MyDISH app on your mobile device.
 - Select **MAKE A PAYMENT** from the home screen.
 - You can also enroll for AutoPay in the MyDISH App: **ACCOUNT > BILLING > AUTOPAY.**

- 2 **MyDISH website:** Make a one-time payment in seconds
 - Log in to your account at mydish.com.
 - Select the amount to pay under **PAY MY BILL.**
 - You can also enroll for AutoPay from the mydish.com **MY ACCOUNT SUMMARY** page by selecting the AutoPay icon.

- 3 **Text:** Make a one-time payment instantly
 - Text **PAY BILL** to DISH1 (34741) to make a payment with your most recently used credit or debit card.
 - The number you text from must be associated with your DISH account – if needed, log in to your account at mydish.com and add a number under **MY PROFILE.**
 - You can also sign up to receive your monthly balance via text under **MY PREFERENCES.**

- 4 **TV:** Pay from the comfort of your couch
 - Press **HOME** twice on your remote.
 - Select the **MY ACCOUNT** tile.
 - Click **MANAGE MY ACCOUNT.**
 - Select **PAY MY BILL.**



Be a Hero for Saving Trees. Sign Up for eBill Now!

Log in to your account at mydish.com and select the eBill icon under Account Summary.



Get the lowdown on billing basics at [youtube.com/user/dish](https://www.youtube.com/user/dish)

Contact Us

Help APP

Access helpful information about the Hopper Duo by pressing and holding **INFO/HELP** on your remote.

Channel 103

Hopper Insider is an entertaining show that features DISH experts walking you through all of the Hopper Duo features in quick one- to two-minute segments.

Customer Support

- mydish.com/support
- mydish.com/chat
- Apple Business Chat
- **1-800-333-DISH**

OnDISH Magazine

To subscribe, visit mydish.com/programmingguides

dishTM

